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The Commonwealth of Massachusetts

ANNUAL REPORT

OF THE

DIVISION OF IMMIGRATION AND
AMERICANIZATION

FOR THE

645-7.95
1920-1925

YEAR ENDING NOVEMBER 30, 1920

DEPARTMENT OF EDUCATION



BOSTON

WRIGHT & POTTER PRINTING CO., STATE PRINTERS
32 DERNE STREET

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The Commonwealth of Massachusetts

ANNUAL REPORT

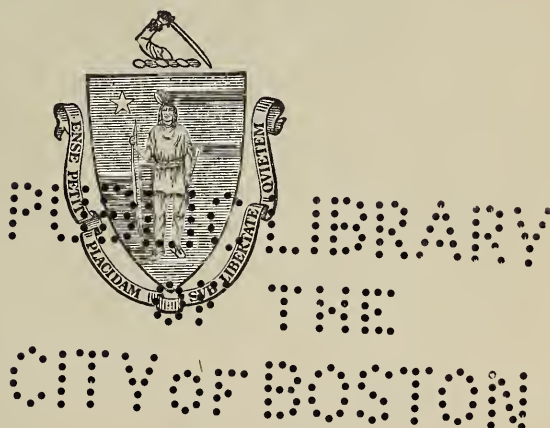
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MASS SECRETARY OF THE COMMONWEALTH

Filed 1st 1911
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APPROVED BY THE

SUPERVISOR OF ADMINISTRATION.

1 Vol. Cont. June 29, 1926

UNCLASSIFIED

DATE

NOTED TO

The Commonwealth of Massachusetts

DEPARTMENT OF EDUCATION, BOSTON, Feb. 5, 1921.

To the Honorable Senate and House of Representatives.

GENTLEMEN: — In accordance with the provisions of section 32 of chapter 30 of the General Laws, I transmit to you herewith, for the use of the General Court, the annual report of the Division of Immigration and Americanization for the year ending Nov. 30, 1920.

Respectfully yours,

PAYSON SMITH,
Commissioner of Education.



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The Commonwealth of Massachusetts

STATE HOUSE, BOSTON, Jan. 27, 1921.

Dr. PAYSON SMITH, *Commissioner of Education, State House, Boston.*

MY DEAR DR. SMITH: — The first annual report of the Division of Immigration and Americanization for the year from Dec. 1, 1919, to Nov. 30, 1920, is herewith submitted.

Very truly yours,

PAULINE R. THAYER,
Director of Immigration and Americanization.

The Commonwealth of Massachusetts

DEPARTMENT OF EDUCATION.

PAYSON SMITH, *Commissioner of Education.*

DIVISION OF IMMIGRATION AND AMERICANIZATION.

MRS. NATHANIEL THAYER, *Director.*

Advisory Board of Division.

DOMENIC D'ALLESANDRO, Quincy.
FRANCIS W. TULLY, Brookline.
STANISLAUS MIECZKOWSKI, Worcester.
MARY A. BARR, Boston.
HENRY P. KENDALL, Walpole.
ABRAHAM E. PINANSKI, Boston.

DEPARTMENT OF EDUCATION.

DIVISION OF ELEMENTARY AND SECONDARY EDUCATION AND NORMAL SCHOOLS.
DIVISION OF VOCATIONAL EDUCATION.
DIVISION OF UNIVERSITY EXTENSION.
DIVISION OF IMMIGRATION AND AMERICANIZATION.
DIVISION OF THE BLIND.
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MASSACHUSETTS AGRICULTURAL COLLEGE.
MASSACHUSETTS NAUTICAL SCHOOL.
BRADFORD DURFEE TEXTILE SCHOOL.
LOWELL TEXTILE SCHOOL.
NEW BEDFORD TEXTILE SCHOOL.

The Commonwealth of Massachusetts

ANNUAL REPORT OF THE DIVISION OF IMMIGRATION AND AMERICANIZATION.

(FORMERLY BUREAU OF IMMIGRATION.)

When the Bureau of Immigration was transferred to the Department of Education, on Dec. 1, 1919, under the title of Division of Education of Aliens, the same duties were imposed upon it as in the original act of 1917, namely: —

It shall be the duty of the bureau to employ such methods, subject to existing laws, as, in its judgment, will tend to bring into sympathetic and mutually helpful relations the commonwealth and its residents of foreign origin, to protect immigrants from exploitation and abuse, to stimulate their acquisition and mastery of the English language, to develop their understanding of American government, institutions and ideals, and generally to promote their assimilation and naturalization.

Finding that this new name caused some confusion, with the consent of the Governor and by an act of the Legislature passed on Feb. 26, 1920, this name was changed to Division of Immigration and Americanization.

The same cordial co-operation has been extended to it from all outside organizations dealing with this form of work. During this last year the plans have necessarily been somewhat changed and hampered by the uncertainty of continuing some branches made necessary by war conditions and planning for fresh fields throughout the State. It is becoming more and more evident to the Director that the work, in order to be of real value to the State which is paying for it, should be more widely spread. This is proved by the growing success of our two branch offices in Springfield and New Bedford, and the

various affiliations they have been able to form, and by the warm expression of interest and desire for State recognition by a number of cities where the Director has held important meetings. In order to accomplish this we must have a budget which allows us to give more salaries and of a higher grade. One very important feature of the work which is developing rapidly is that of meeting immigrants on the dock on their arrival. This has been made possible by the fine co-operation we have received from the Federal immigration authorities, the Department of Public Works, which controls Commonwealth Pier, the Custom House authorities, and the agents and steamship companies.

Twelve boats from Mediterranean ports docked at Boston in the past year. The majority of immigrants coming to the port of Boston are Italians; some few Portuguese, Greeks or Syrians are also on each boat. None of the newcomers show signs of privation or great poverty. The prospective brides, especially, often bring household linens embroidered with considerable skill. Most of the immigrants are coming to join families already here. Some have lived here previously and were visiting their native land when the war broke out and prevented their return to this country. The immigration seems to be of family groups rather than of individuals.

The system we are introducing is to have a capable agent at a desk by the outer window beyond which several hundred friends and relatives are waiting. This agent is allowed the use of the ship's passenger list, so he can identify all names of passengers given by friends. When a relative asks for news of some one arriving, the name is telephoned to an office which has been assigned us at the other end of the pier close to the entrance of the Federal Department. Another agent is always there to answer questions and to send in the names to the detention room. At the door of this detention room we have two agents, who make a duplicate list of every one entering. When information is desired we can answer quickly. If the cases are very urgent we can often give assistance at the hearings which follow and at which we are always allowed to be present. These hearings are handled with the greatest fairness and justice.

Many women are arriving to be married, and when the prospective bridegrooms are waiting with their licenses, we are able to bring them together, assist at the hearings, and, when satisfactorily discharged, send the women to the priest under the care of our workers, who remain with them until the marriage ceremony has been performed.

Many interesting cases come under our notice of families reunited, children restored to their parents, and older people, who have been sent for by prosperous relatives here, brought into connection with their families.

There is, on the other hand, the greatest opportunity for fraud, and in many cases we are able to protect the bewildered foreigner with no knowledge of our language from the people who are only too ready to exploit him. This work presents infinite possibilities; and if the immigration law is not too much restricted, it is hoped that the port of Boston, with its remarkable facilities for landing the immigrant and with its most efficient Federal immigration service, may be more appreciated and used in the future.

SPECIAL CASES.

Case 1. — In December a crippled girl, brought from Italy by her father, mother and sister, was sent to the detention station, owing to her infirmities. The father had been some years in this country, and with his two grown-up sons was well established in business, and had returned to Italy a few months previously to bring his wife and two daughters here. The authorities decided that the crippled girl must be sent back to Italy, owing to our laws barring any one incapable of work. She had no home or friends to go to in Italy, and her entire family are able to care for her and anxious to do so here. The Federal authorities were most kind in extending her time of detention while we could thoroughly investigate the case and prove to the authorities in Washington that the girl's place was here with her family. This has been done after some weeks' detention, and she is with her people in a comfortable home.

Case 2. — An Albanian girl was detained for illiteracy. Having gone through terrible hardships and troubles at home,

with great difficulty she reached the port of embarkation from her distant home. If deported she had no home or friends, and nothing but suffering and hardship to face. She has been allowed to remain under bond while some of her own people have been interested in teaching her English as quickly as possible, that she may be able to pass the literacy test, which will soon be the case.

Case 3. — A sad case came to our notice of three children held for their youth, while the parents, having with them a tiny baby, were waiting, having come from New York with great effort to meet them. Through some misunderstanding they failed to get in touch with these children. The baby was suffering from fatigue and exposure, and it was only late in the evening that we were able to connect these children with their parents in time for them all to return to New York that night.

Case 4. — A case of a young girl in great distress because she had been separated from her older sister with her children, who was detained, the young girl having taken no money, tickets or information from this sister before they were separated. We had reason to believe that she was in danger of falling into unscrupulous hands, and were able to arrange that she should herself go into voluntary detention in order to be with her sister.

These are only a few of the many cases which are constantly coming under our notice.

FIELD SECRETARY.

Recognizing the importance of a good public speaker to make our work more widely understood in the State, in July, 1920, Mrs. Herbert J. Gurney was appointed as field secretary, having had wide experience in public speaking, and also a wide acquaintance throughout the State.

Since then she has spoken to 40 different organizations of men and women in 23 towns and cities, explaining the work of the Division and suggesting plans by which local communities may aid in caring for the foreign born in their own communities. She has also formed an advisory committee of 22 foreign women representing 15 nationalities, with whom we confer on special occasions relating to their own people.

The following committee has been appointed to act in this advisory capacity: —

Armenian: —
 Mrs. S. M. Ajamian.
 Mrs. Alexander Keavorkian.
 Bohemian or Czech: —
 Mrs. Alice Kovar.
 Belgian: —
 Mrs. Ferdinand Corbeelo.
 Assyrian: —
 Mrs. Mary Kander.
 Danish: —
 Mrs. Ferdinand E. Love.
 Mrs. Anna Olsen.
 Finnish: —
 Miss Martha Isaac.
 Miss Hannah Peterson.
 French: —
 Mme. Pupin-Burel.
 Mrs. Albert Thomas.
 Greek: —
 Mrs. C. Douropolus.
 Miss Anna Trianophyllides.

Italian: —
 Mrs. Albert Levis.
 Lettish: —
 Mrs. Emma Pinkul.
 Norwegian: —
 Mrs. Pauline Anderson.
 Polish: —
 Mrs. Bogusz Wlazlo.
 Portuguese: —
 Mrs. Anthony L. Emery.
 Swedish: —
 Mrs. Sigrid J. McGraw.
 Mrs. A. W. Lundeslaf.
 Syrian: —
 Mrs. D. J. Khouris.
 Albanian: —
 Mrs. Sevasti M. Dako.

REPORT OF THE BOSTON OFFICE.

SUMMARY OF APPLICATIONS FOR SERVICE BY MONTHS, FROM DEC. 1, 1919,
 TO NOV. 30, 1920.

	December.	January.	February.	March.	April.	May.	June.	July.	August.	September.	October.	November.	December.
Attorney, ...	5	7	9	3	7	7	3	6	4	12	11	17	91
Bank, ...	19	38	41	82	53	66	47	55	56	71	117	78	723
Business advice, ...	2	1	5	1	4	34	5	2	14	14	10	15	107
Citizenship, ...	334	292	222	662	260	246	202	508	99	145	130	104	3,204
Compensation, ...	8	4	14	7	5	1	4	8	-	8	4	7	70
Emigration, ...	16	16	12	32	35	26	20	24	3	12	35	2	233
Employment, ...	3	7	1	4	2	3	2	2	2	7	6	16	55
Financial aid, ...	2	6	11	1	1	2	-	-	3	4	4	6	40
Immigration, ...	30	49	45	111	66	96	88	178	36	88	51	85	923
Income tax, ...	-	14	19	22	5	14	2	17	-	13	2	5	113
Insurance, ...	-	-	2	1	-	-	-	-	-	-	1	4	8
Interpretation, ...	20	12	6	16	19	29	25	19	-	17	36	80	279
Locating missing persons.	2	1	-	2	6	3	4	3	-	-	-	2	23
Miscellaneous complaints.	20	18	1	9	19	8	1	13	1	14	1	11	116
Miscellaneous information.	52	56	45	43	60	17	45	53	19	30	8	41	469
Miscellaneous military information.	87	72	92	38	20	15	16	8	9	14	4	16	391
Notarial service, ...	-	13	4	11	14	14	4	6	1	7	-	8	82
Shipment of goods, ...	-	2	3	10	1	-	2	3	8	3	3	5	40
Translation, ...	12	8	10	9	19	14	11	21	4	37	78	36	259
Wage claim, ...	14	12	3	4	-	2	4	4	3	14	4	2	66
Total, ...	626	628	545	1,068	596	597	485	930	262	510	505	540	7,292

EXPLANATION OF CLASSIFICATIONS.

Attorney. — Cases listed under this classification include legal difficulties of various kinds. In a number of the cases no specific complaint is indicated, the applicants merely seeking information relative to some matter involving litigation. Those seeking legal advice or civil action were, if circumstances permitted, referred to the Boston Legal Aid Society, which has been most co-operative. In many of the cases referred, interpretative service was necessary after reference of the matter to the proper authorities. Almost without exception the complaints against lawyers were based on a misunderstanding of the situation, — an unreasonableness in accepting defeat if the case was lost or judgment uncollectible. In one specific case where a settlement of \$1,000 has been secured on an accident case, the client refused to sign the necessary papers, and then complained that the attorney was keeping the money. This particular difficulty was adjusted through the interpretative service of the Division, and both lawyer and client professed satisfaction at the result. Two prosecutions and convictions under the runners' act were secured during the year. One runner solicited legal business from a person injured in an accident. The other prosecution was under the act prohibiting solicitation of legal business from a person accused of a crime. Several other complaints concerning runners had insufficient evidence to warrant prosecution. One case of this sort is now pending.

Bank and Money Transmission. — Of the 723 inquiries or complaints listed under this classification, 577 concerned transmission of money overseas. In practically all of these cases the transmissions were for dependents abroad. In many instances pitiful stories were told of privation and suffering caused by the non-delivery of the money sent. A very few of the transmissions were for Greece, Albania, Syria or Italy; the great majority were for Poland, Russia or Lithuania.

Our investigations were intended to ascertain if such transmissions were sent by the bank receiving the deposits within seven days of their deposit. In order to ascertain this, the date which the applicant gave for making the deposit, the date

given by the receiving bank as the transmission date to the bank acting for them as foreign agent, and the date given by this second bank were compared. As a matter of fact, the seven-day law relative to transmission of money binds only those banks licensed by the Bank Commissioner. Not all the banks against which complaints were made are so licensed. The banks in Massachusetts accepting these deposits for transmission send it either by a personal representative overseas, — in which case no verification of transmission within the seven-day law is possible, — or through another bank having such foreign correspondents. In the majority of cases these banks were situated in New York. While the banks, both in Massachusetts and elsewhere, were almost uniformly courteous and co-operative in answering our requests for information, it was not always possible to get from them the date of their receipt of the money for transmission. They uniformly gave, however, the date when they sent the money overseas. In most cases this date served as a verification that the money was not held for more than seven days by the first bank.

Our investigations indicate that the difficulty in money transmission overseas is not mainly on this side of the water. It is a difficulty which involves both large and small banks. The difficulties are due to the chaotic conditions in Poland, Russia and Lithuania. That severe suffering is caused by such delay is undoubted.

The remainder of the complaints dealt with depositors in the banks which have been closed. Many such persons suffered real want as the result of the tying up of their savings.

Some few cases dealt with refunds of steamship tickets purchased through banks. Such cases have been usually satisfactorily adjusted.

In all these banking matters the Division has received cordial co-operation from the office of the Bank Commissioner.

Business Advice and Complaint. — Applications for service under this listing include stock purchase of more or less speculative character. The high wages prevalent during the war, combined with difficulty either of transmission of surplus overseas or of return there, have given immigrants with little or no financial experience an unusually large supply of money avail-

able for purposes of investment. This is true more especially of the Greek and Slavic immigrants, who are often here without their families, and who, accordingly, have a comparatively large amount of ready money over and above their living expenses.

Certain stock concerns have approached the foreign-speaking population with definite selling campaigns conducted by foreign-speaking agents and through the foreign-language press. The advertisements are no more extravagant in their terms than the usual "selling talk," which Americans discount to a large extent, but which appear much more convincing to readers accustomed to the more conservative advertisement of European concerns. The foreign-speaking sales agents, either because they were misinformed or otherwise, frequently promised refunds of stock purchase which were not authorized by the main offices of their concerns.

In addition to these selling campaigns among the foreign born by American companies, there have developed most rapidly since the war a number of organizations incorporated to do business either for or with the homelands. The boards of directors of these organizations are frequently men without broad financial experience either here or in their native countries, and have been unable to cope with the financial difficulties of the reconstruction era. The stock of these concerns is usually sold on a quasi-patriotic basis, and often the approach is made at racial meetings by speakers who are honestly convinced of the commercial needs of the fatherland, but who have no specific knowledge of the financial surety of the particular scheme they have been asked to indorse. Some of these racial organizations have already failed because their directors, although honest and sincere, had neither the experience, the capital nor the skill to cope with the difficulties of international finance. Others of these organizations seem to have been out-and-out swindling schemes using the patriotic appeal as a bait for their countrymen. It is unlikely that any of these concerns will yield any large return for the investment made, and in many cases the money so invested is a dead loss. Thirty-five or more Polish residents entered complaint relative to such an organization which had ceased existence even before the issuance of the stock certificate.

The present need seems to be a stricter regulation of companies selling stock, especially those doing business of an interstate nature; the opening up to the foreign born opportunity for investment in reputable concerns; and a possibility of the security of financial advice *prior to the purchase of stock*. However complicated the financial situation may seem to the English-speaking person, its difficulties are multiplied when no language of communication exists. This language difficulty, plus the ignorance of modern financial methods, is the source of much misunderstanding and resulting bitterness when speculative ventures fail.

Citizenship. — The numbers seeking this service have increased during the past year, although since April 1 we have had no special clerk for naturalization work. Prior to July form letters were sent to declarants whose first papers were mature, offering the services of this office in the filling out of blanks and suggestions for preparation for the naturalization examination. Since July, because of the pre-election rush for citizenship, no letters have been sent. There were 470 of these applicants who took out first papers; 748 sent to Washington for the certificate of arrival preparatory to filing for second papers; 1,672 made out blanks for second papers; and 314 sought information relative to citizenship requirements.

Compensation for Injury. — The bulk of these claims were from Massachusetts residents injured in industry in other States. Some few cases concerned injury not industrial. Friendly correspondence was undertaken in some such cases, and others were referred elsewhere for civil action.

Employment. — Those seeking employment were usually ignorant of the existence of the State Free Employment Bureau. This office has been most helpful in the placement of persons referred there, often securing employment for persons suffering considerable handicap of a physical or nervous nature. Occasionally special placement was secured in particular cases. One interesting case under the classification was the request of a New York social agency that we personally investigate a Massachusetts home to which an immigrant from the port of New York was coming as a domestic servant. This girl was a Dutch immigrant, and the inquiry was made by an agency function-

ing for that race. Our investigation showed the prospective home an excellent one.

Financial Aid. — Since we have no fund for relief purposes, our only assistance can be reference to appropriate organizations, and such interpretative service as may be necessary or desired. Very few of the individuals who have asked for this assistance are entirely unknown to public or private relief societies. Most of them are merely applying to us as a last resort when the patience of other organizations has failed. Some, indeed, appear to be hopeless from the viewpoint of social reconstruction. The task of restoring the family to independence is sometimes handicapped by the lack of a medium of communication between the agency which is attempting to aid the process and the persons aided. Sometimes the lack of understanding lies deeper than mere ignorance of the language, but there is evident an absolute incomprehension on the one side of old world customs, and on the other, a complete bewilderment at new world standards.

Immigration. — The government restrictions upon entrance to the country, necessitating documentary evidence for passports and their visa, have made necessary assistance of this sort. Some Syrians, Armenians and a few Italians have made affidavits at this office to be sent to their relatives overseas who desire to come here. Many Poles, Polish Jews, Lithuanians and Russians have also made similar affidavits. With these races, however, it is customary to secure the visa from the appropriate consular office here before sending the affidavits overseas. A fee is charged for this visa by the foreign consulate. Certain notaries and attorneys charged so much for such service that there seemed a need of disinterested service. The statements made indicate that the difficulties once incident on this side of the water are now multiplied many times overseas. The large numbers desiring to come to America, the necessity of visa from different governments as well as the American consulate visa before embarkation, the crowded condition at ports of departure, all open up opportunities for exploitation and suffering. The story of one Polish Jew is perhaps typical. This man came to America prior to the war. He is now a citizen. The hostilities prevented his family from joining him.

The war raged in his section of the country. His wife died of starvation in spite of the fact that he had sent her several thousands of hard-earned American dollars. For months his children waited at Warsaw for the different visa necessary for departure. While waiting there the Bolsheviki drove them from the city into the woods. The boy was rescued by a racial relief society and has reached America. For months no word was heard from the girl. The last news seems to indicate that some trace of her has been found by the relief society.

Income Tax. — Those seeking this assistance were usually non-English speaking aliens desiring to leave the country. The service which was given was entirely in the nature of translation or interpretation.

Insurance. — These cases were mainly of those who, being illiterate, could not understand their insurance policies. Some cases included requests for changes in beneficiaries, and were mainly service in writing letters for those unable to do so themselves.

Interpretation. — The cases listed here do not include applicants listed elsewhere who required interpreters, but include only requests from other departments and social agencies for disinterested interpreting service. This phase of our work has developed rapidly in the past year. Specific instances of such service include explanation at a hospital clinic of proper methods of adjustment of a surgical appliance; interpretation for an applicant of the different symptoms evident as the result of an accident; assistance in an investigation of home conditions for a child-placing agency; and getting the stories, sometimes involved and confused, of persons desiring release of their kin from different reformatory and penal institutions of the Commonwealth.

Location of Missing Persons. — These requests are usually made by parents whose children have disappeared. Our service is mainly in correspondence with proper authorities in places where it is believed such persons are located.

Miscellaneous Complaint and Information. — Complaints are too diverse to attempt to classify, running from family and marital troubles, which we are sometimes able to temporarily adjust, to complaints touching almost every phase of contact

made by the immigrant. The information requested frequently concerns the laws and city ordinances, as, for instance, where evening schools are located, where passports may be obtained, how old must children be to be put to work, how may licenses be obtained for peddling, where can patents be secured, etc. A considerable number of cases so listed include requests from Americans, mainly college or high school students, who request specific information on some point connected with immigration.

Miscellaneous Military Information. — These requests were for assistance in obtaining State and Federal grants as gratuities for services, location of lost discharges, records of service, war risk insurance and compensation. Our service is, as a rule, either in interpretation or letter writing for such applicants.

Notarial Service. — This includes the documents which were sworn in by our notaries, but in the preparation of which we did not assist. These were mainly immigration affidavits.

Shipment of Goods. — Even more difficulty has been evidenced in the transmission of parcels to central Europe than in the transmission of money. Because of conflicting rulings of foreign governments, packages have been piled up in the warehouses, subject to theft and decay, instead of being surrendered to those to whom they were sent. The difficulties have been increased by the organization of certain individuals into foreign transfer companies. Often these individuals had no qualifications for such a business enterprise but language of America and the foreign land. They had little or no capital, no experience in foreign shipment, and no world connections with commerce. It is hardly to be wondered at that parcels sent through these amateur shippers failed to reach their destination, especially at a time when the most experienced shippers found it not quite plain sailing. No evidence of fraud was shown in any case. In most instances the senders may recover through insurance companies some of the valuation of their parcels. The social loss in not being able to reach their kinsfolk with articles sorely needed cannot be helped. We have endeavored to recommend the Hoover drafts as a safe method for such shipment.

Translation. — This service, like that of interpretation, is a growing one. It includes translations requested by applicants,

— mainly of birth or marriage certificates, — translation into foreign languages of letters or documents received in English which applicants cannot understand. The main portion of the translating work, however, is requested by other State departments, social organizations, etc. A number of letters written in foreign languages, which were sent to the office of the Bank Commissioner requesting information regarding the closing of the different banks, have been translated at this office.

Wage Claim. — These cases were mainly complaints which do not fall within the scope of the Massachusetts law. These laws are most comprehensive and protect in all but a very few instances. Certain forms of domestic service and labor outside of the State have caused most of our complaints. Except in a very few cases, which have been referred elsewhere for civil action, we have been successful in securing the wages due applicants.

REPORT OF THE SPRINGFIELD OFFICE.

During the year just closed the Springfield office has had a most active and busy year.

The nature of the service has varied from that of last year in that we have been called upon to a greater degree to meet the foreign born in groups because of the constantly increasing car fares and their inability in many cases to come to the office during the regular office hours.

These meetings have been conducted at noon times in industries in Springfield, West Springfield, Chicopee and Indian Orchard. Evening meetings have also been held in factories in Holyoke, Ludlow and Woronoco.

At these meetings the secretary and the Italian speaking clerk have been assisted by volunteers speaking Polish, French and Greek.

Besides the meetings in industries, meetings have been held in Westfield, at the East Mountain Road School, where a group of Italians employed at a quarry were being taught. This class was held in a school near the quarry and over a mile from the nearest car line. The men seldom have an opportunity to get in town.

Other meetings were held in public schools at Willimansett,

Chicopee, Chicopee Falls, Holyoke, Indian Orchard and Springfield.

At Holyoke, during the spring, meetings were held twice in the rooms of the Polish Club on Sunday afternoon, and also twice for groups of Greeks at the city hall and at their hall on Cabot Street.

These calls upon our office for service have emphasized the necessity of an additional worker, preferably Polish speaking, to properly serve the large number of Polish people living in the Connecticut Valley, many of whom, because of the nature of their employment and their inability to speak English, are many times compelled to pay those who bring them to our office, and are oftener taken to other places.

The exploitation of these people recently by stock promotion sales of all kinds, principally through agents speaking their own language, has worked immeasurable damage in destroying their confidence in our institutions. During the World War our foreign born were the thrifty and industrious, being able to save a large part of their earnings, from which they liberally purchased Liberty Bonds, and in general held their own with others in the community in supporting the demands of the government. Their ignorance was taken advantage of by these agents, speaking their own language, who induced them many times to give up their Liberty Bonds in exchange for worthless stocks, having them sign contracts they did not understand, and which were not at all what they thought them to be. If we had been able to properly reach and advise these people, this exploitation could have been prevented many times.

Moving-picture programs, using the Pathescope machine at the office, were given before groups at Chicopee Falls, Holyoke, Indian Orchard, Ludlow, Willimansett and Woronoco.

The desire of these people to assist their relatives abroad was responsible for their sending large sums of money and clothing during 1919, but because of the difficulties in effecting delivery, misunderstandings arose which resulted in many complaints.

The desire, also, for assistance in bringing relatives to America has resulted in increasing the number of calls for assistance in preparing affidavits to be used in connection with the application abroad of visa, at the American consul's office.

While the Springfield office is some distance from the ports of arrival, and does not have the problem of meeting immigrants, quite a number of requests have been received during the year for assistance in having parties released who were detained at Montreal, Quebec and New York. These releases the office has been able to effect by telegraph, telephone and follow-up correspondence.

Interpreters have been furnished in a number of industrial accident and civil cases before the court during the year, and have also been used in bringing about a better understanding of cases which were being handled through attorneys. The office has also been successful in personally adjusting many claims arising out of industrial accidents.

In the spring the school department of Springfield appointed an Americanization director (Miss Josephine Mason) to take charge of the education of the foreign-born adult. The office has successfully co-operated in the promotion of interest in industry and in the recruiting of naturalization classes.

On June 28, 1920, an interesting conference was arranged with the Springfield Chamber of Commerce, Mrs. Nathaniel Thayer, director, Miss Mary A. Barr, Mr. Abraham E. Pinanski and Mr. Francis W. Tully, members of the advisory board, and representatives of organizations interested in and co-operating with the Division of Immigration and Americanization in its work.

In October arrangements were made with Mr. Thomas F. Power, assistant superintendent of the school department at Worcester, for the use of a room at city hall one evening a week, for use in stimulating naturalization work and extending the service of the Division, generally to the foreign born in Worcester and vicinity. The first meetings at Worcester were held on Oct. 14 and Oct. 15, 1920, since which time the office has been opened every Friday evening, from 5 to 8 P.M., with a representative from our office, assisted by Miss Daniels and Miss McCune, who are in charge of the class work for foreign born in Worcester, under Mr. Power.

The response since the opening of this office has been very gratifying, an average of twenty-five people calling each evening. We have planned, beginning with New Year, to arrange for visits to the classes now under way. The industries em-

ploying foreign born are to be reached through the co-operation of the teachers of the school department, and the work of the Division made known to their employees, at which time they will be invited to come to the office at city hall.

In Hampshire, Franklin, Berkshire and Worcester counties, outside the larger communities, a plan has been worked out of writing to declarants for citizenship when they are ready for final papers. A form letter containing questions to bring out needed information is sent, and upon a reply being received the petition for presentation at the court is prepared, certificates of arrivals written for, and the booklet prepared by the Division is mailed. Where classes in citizenship and English are being conducted by the school departments, we have furnished them with the names of those seeking help through the office.

MEETINGS CONDUCTED DURING THE YEAR.

Chicopee: —

Valentine School, ...	4
Belcher, ...	2
Chapin School, ...	3
Industry: Willimansett District, Fiske Rubber Company, Chicopee Falls.	

Holyoke: —

Lawrence School, ...	4
Y. M. C. A., ...	2
Polish Club, ...	3
Industries: Crocker-McElwain Paper Company; Chemical Paper Company.	

Ludlow: —

Ludlow Manufacturing Company (foreman's meeting), ...	1
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Springfield: —

Myrtle Street School (Indian Orchard), ...	2
Howard Street School, ...	1
Hooker School, ...	1
Industries: American Bosch Magneto Company; National Equipment Company; Fiberloid Manufacturing Company; Chapman Valve Company.	

West Springfield: —

Gilbert & Barker Manufacturing Company, ...	1
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Westfield: —

Mountain Road School, ...	1
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Woronoco: —

Strathmore Paper Company, ...	1
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TYPICAL CASES.

Case 924. — In the year 1917 a military encampment was established near some woodland owned by a Polish farmer. The officer in command, without this man's permission, sent his soldiers on the land to cut timber, and built a drain across the land. The farmer went to the officer in charge and notified him that it was his property, but the man received no satisfaction. After a great deal of correspondence and the sending of a representative to sketch a plan of the land, a conference was arranged between representatives for the government, the Polish man and our office which resulted in an offer of settlement by the government for the actual damage caused to the woodland.

Case 654. — An Italian woman was left a widow with eight children, the oldest being fifteen years of age and the youngest eight years of age. The husband during his life had been a member of an Italian benefit association, but had neglected to name a beneficiary. Before payment of insurance money could be made, an administrator had to be appointed. The court would not accept the widow as administratrix, and she had no money to engage an attorney. Our office arranged for some one, satisfactory to the court, to act, and secured the payment of money for the widow without cost. Employment was also found for the two oldest children.

Case 4396. — An Armenian family, consisting of father, mother and eight children, only one of whom was able to speak English, arrived in New York. The son, who had attended an American school in Constantinople, had been given a letter of introduction to the dean of a college in a small Massachusetts town. Without making inquiries as to conditions, the family went directly to this town, only to find that they were unable to find either suitable housing or opportunity for employment. Four days later the son came to our office with his father, seeking our assistance. After getting in touch with many of the local Armenians, a family was found who arranged to take in the entire family. Shortly after arrangements were made for them to buy a nice home, and employment was found for the two oldest children.

Case 144. — A Russian whose family had gone to Europe in 1914, and whom he had lost trace of during the World War, asked our assistance in locating his family. He had been married in the United States, and his children were born in the United States. Through the American consul this family was located after four months' time, but due to the unsettled conditions in Poland it was some eight months later before we were able to get passports and funds to the family and have them safely started to America, where they have recently rejoined him. Unfortunately, during this time one of his children died of starvation.

Case 1476. — A young boy born of Polish parents, in the United States, was taken to Poland when but a few years old by his mother, after the death of his father. The child was left in the care of his grandmother. Just previous to the outbreak of the war, money had been sent to him and arrangements made, through the American Consul at Vienna, for his return to the United States. The war prevented his coming, and later he was inducted into service in the Polish army. Through correspondence with the American consul at Warsaw, Poland, arrangements have been made recently for his release from the Polish army and his return to the United States.

Case 1520. — A young Pole was killed in an accident while working. His wife by a second marriage was to receive the money on account of insurance, and also money he had in the bank. The man had a child by a former marriage, but both he and his second wife had stated the child was dead. The child's godmother came to our office for assistance in verifying this fact, and investigations made through our office showed that the child was at that time being cared for by the State Board of Charities. The case was referred to them and to the Industrial Accident Board, who ruled that the child was entitled to one-half of the father's estate. Compensation to the child's stepmother was stopped until the child had received the same amount of money already paid to the stepmother, at which time the remaining compensation will be paid to both. A representative of this office was present at the hearing with the Industrial Accident Insurance Company and the representative of the State Board of Charities.

Case 1856. — A young Italian had gone to work as a sailor in the employ of one of the oil companies. He had written home several times, after which his father did not hear from him again. Inquiries made by the father failed to locate any record of the boy. Our office was able to find a record of his employment with a certain company, and inquiries made of them showed he had sailed on a ship which was destroyed in a tropical storm. The difficulty arose over the name being misspelled on the records of the company.

Case 1399. — A Syrian came to our office for aid in locating a record of his cousin, who had been reported as having died in a Pennsylvania hospital. A record of his death was found, and also a will left by him. The will provided for the payment of his insurance to his parents, if living, or the same should be paid over to a relief association if no record could be found within a year. Through inquiries made by this office of the Near East Relief and American Red Cross, the relatives of this young man were found in Syria, and arrangements are now under way for the payment of the insurance, as provided by the will.

Case 1390. — An Italian was killed while in the employ of the street railway company. The insurance company denied liability, claiming the man was not on his job at the time of his death. The matter was brought to our attention by one of his sons in behalf of his mother and the other children, eight in all. The office assisted in gathering evidence and information of value, and had the case reopened by the Industrial Accident Board. We were successful in having an award made favorable to the widow. We also arranged for the appointment of one of the sons as an administrator, to clear up the title of property which had stood in the father's name, he having died without leaving a will.

REPORT OF THE NEW BEDFORD-FALL RIVER OFFICES.

The office in New Bedford has won the confidence of the alien by earning a reputation for interest and reliable service. No matter what perplexes the alien, he feels that the first place to go is to the office, where he will be listened to; and then if his trouble is outside of the scope of its work, he will not only be

sent to the proper place, but his story will be sent along, so that he does not need to worry about making himself understood. All of the organizations seem to look at it as their strongest ally.

The future work is to hold this feeling and advertise it more. The police have been instrumental in directing a number of people here. The chief has signified his intention recently of issuing a general order to all his men to the effect that this is the place to send the man or woman who asks for information we are prepared to give.

It appears at present, in view of the broad program of the schools, that in the long run this office will produce better results by stimulating a desire for a knowledge of the English language.

A careful analysis of the work for the past year shows that the assistance in preparing citizenship papers has been the most popular form of service given by this office. In a way it can be called the foundation of all our work. The man who comes into the office and has what seems to him a complicated paper patiently and skillfully filled out naturally turns to that same office for advice on his next problem. A great many honest immigrants who get into perplexing situations have come to this office and said, "I filled out my papers here a while ago and thought perhaps you could help me about this."

One educational feature seems to be clearly up to this office, and that is the subject of making investments. There have been a number of cases where aliens have put a great deal of money into schemes and then not been able to get it back as they thought they could. It has been stated with authority here that there are over a thousand such cases in New Bedford to-day. They are bought without investigation often from people of their own race, and it is only after putting amounts often in the hundreds into the scheme that they get suspicious and then try to get their money back. It certainly would not be wise to advise what to buy and what not to buy; but as the Chamber of Commerce runs a free information bureau and investigates investments free of charge, there is no need to give any advice except to "investigate before you invest."

Another type of work that is performed by this office is in

helping people fill out affidavits when they want to bring relatives to this country. At the present time this calls for an exceptional amount of care. The persistent rumors of a change in the immigration laws has caused a large number of people to decide to send for their relatives at once. A great many of these people are out of work at present, and dependent on either their savings, friends or charity to live. In each case the principles of the laws are explained, and they are shown the folly of trying to get relatives admitted, if they cannot properly care for them, until work is more plentiful. The present agitation for new laws, it would seem, would work towards a tightening up of the present laws, in which case our affidavit service will be more important than ever. We are fortunate in being connected with all of the social agencies in New Bedford through the Confidential Exchange and Central Council, and in this way are able to give more intelligent advice.

The Victory medals made a lot of work for this office. Many returned service men treasured their discharges more than the medal; and when they found that through this office they could get the medal without sending the discharge away, they were glad to use our service. This has also proved to be a wonderful means of advertisement, and also a chance to win confidence.

While the types of cases already spoken of are the ones that make the largest showing, the real value of this office to the community is shown by the broad range of miscellaneous cases which come in. All of these cases are the result of lack of a knowledge of our customs and language. They require a great deal of time and investigation usually. Sometimes they are of types that can be handled in co-operation with an established agency, but more often they come under classifications that we alone are in a position to handle. That there is this field for work is clearly shown by the action of the Central Council of Social Agencies in inviting this office to join their organization.

The value of all of this work lies in our ability to clearly explain the reason for each problem. It often takes more time than would be necessary if a certain amount of education were not included. It is our aim to equip every one who comes here with the necessary information, so far as possible, to help

his friends, or, if he cannot do that, to make him feel that this is the place for them to turn to in trouble.

The result is the best form of Americanization. The new-comer finds he gets a square deal if he is square himself and tries to learn our ways, and he is shown where he can learn. It naturally follows that we are in a position to assist the schools in stimulating the desire for education. We have a very close system of co-operation with the public school system here, so that any one who should go, and expresses the desire, can be directed to a class of his particular kind. This form of service has taken on a new importance with the appointment of Miss Shanahan to look out for the organization work for the school department. The limited survey possibly indicates that the school committees of other towns in this part of the State, nearly all of which have large foreign populations, would welcome our assistance. It is hoped that we will have the necessary assistance in the office here to leave time to develop this field.

We have been asked to open the office in Fall River on a full-time basis. We have also been given to understand that if we did so the city would furnish us with a room, probably in the city hall. We have been keeping the office open over there three days a week, but this has been possible only by having extra help which was temporary. Our present schedule calls for fifty hours a week in New Bedford and twenty-one in Fall River. Our present number of workers is inadequate, as the counter work takes so much time, and there is no opportunity for either clerical work or investigating.

The first part of the year this office ran five meetings, one for the Polish in New Bedford and Fall River, one for the Portuguese in New Bedford and Fall River, and a general meeting in Wareham. These meetings were so successful from an educational standpoint that the New Bedford school department has taken up the idea, but they are asking our co-operation. We are in a position to help in these meetings through our wide acquaintance with the people.

There are a number of small towns in this part of the State which have been watching the work being done in New Bedford and other places, and they are anxious to take up the

State program of education for aliens. They do not know how to go at it, and one town already has asked the co-operation of this office in laying a foundation for night schools for illiterate adults. In that town there is a local organization which will bear most of the expense for a program at a mass meeting. They have asked the State to furnish films and a representative to answer questions that may come up. It would also be advisable at these meetings to have proper clerical assistance, so that any one wishing to take out first papers of citizenship could have their blanks filled out at that time. Filling out these blanks has been found to be an added stimulus towards the desire for an education. It is expected in the near future to have a large meeting, under the auspices of the Governor, for the public presentation of final papers.

During the early part of December the merchants at New Bedford co-operated with the branch secretary, who organized a citizenship drive. In connection with this drive a mass meeting of the French Canadians was held, and over 100 aliens signified their intention of becoming citizens.

A Portuguese packet arrived in New Bedford in November, and our branch secretary met this boat with the Federal inspector. When the boat docked, representatives of the New Bedford office, assisted by members of various social agencies, gave to those arriving help similar to that rendered by the Division at the docks at Boston.

COMPARATIVE FIGURES FOR THREE YEARS, ALL OFFICES.

	BOSTON.			NEW BEDFORD.			SPRINGFIELD.			TOTAL.		
	1918.	1919.	1920.	1918.	1919.	1920.	1918.	1919.	1920.	1918.	1919.	1920.
Attorney, ...	221	50	91	6	11	47	20	19	18	247	80	156
Bank, ...	406	81	723	16	34	106	9	29	64	431	244	893
Business advice and complaint, ...	68	53	107	44	92	120	11	200	107	123	345	334
Citizenship, ...	1,682	2,919	3,204	338	2,835	3,148	82	2,495	1,695	2,102	8,246	8,116
Compensation for injury, ...	179	86	70	16	45	60	10	28	22	205	159	152
Emigration, ...	18	168	233	31	181	270	-	133	65	49	482	568
Employment, ...	102	78	55	18	53	49	10	61	17	130	192	121
Financial aid, ...	40	88	40	6	11	23	-	6	46	46	105	63
Immigration, ...	168	241	923	44	101	974	31	82	228	243	424	2,125
Income tax, ...	-	-	113	-	-	195	-	-	38	-	-	346
Insurance, ...	-	-	8	-	-	6	-	-	2	-	-	16
Interpretation, ...	-	-	279	-	-	3	-	-	-	-	-	282
Liberty Bonds, ...	-	25	-	-	39	-	-	14	-	-	78	-
Locating missing persons, ...	31	36	23	18	28	15	6	7	12	55	71	50
Miscellaneous complaints, ...	20	-	116	-	-	26	-	-	23	20	-	165
Miscellaneous information, ...	1,127	998	469	55	411	148	71	173	76	1,253	1,583	693
Miscellaneous military information, ...	3,126	1,374	391	1,167	3,003	1,530	151	651	256	4,444	5,031	2,177
Notarial service, ...	-	-	82	-	-	109	-	-	102	-	-	293
Shipment of goods, ...	-	-	40	-	-	23	-	-	-	-	-	63
Translation, ...	86	-	259	-	-	12	-	-	11	86	-	282
Wage claim, ...	99	-	66	22	-	61	10	-	16	131	-	143
Totals, ...	7,373	6,301	7,292	1,781	6,844	6,923	411	3,895	2,821	9,565	17,040	17,036

RACIAL CLASSIFICATIONS FOR 1918, 1919 AND 1920.

	TOTAL.			BOSTON.			NEW BEDFORD.			SPRINGFIELD.		
	1918.	1919.	1920.	1918.	1919.	1920.	1918.	1919.	1920.	1918.	1919.	1920.
Canadian, ...	188	2,925	3,104	-	157	758	155	2,059	1,813	33	709	533
Polish, ...	1,137	2,274	3,052	974	876	1,698	99	664	864	64	734	490
Italian, ...	2,828	3,235	2,778	2,698	2,245	1,948	23	180	254	107	810	576
English, ...	1,074	2,486	1,314	910	826	300	145	1,133	920	19	527	94
Azores, ...	-	6	992	-	6	9	-	-	983	-	-	-
Hebrew, ...	581	427	850	527	137	415	37	204	270	17	86	165
Irish, ...	51	-	809	38	-	448	-	-	205	13	-	156
Portuguese, ...	1,390	2,182	801	92	73	27	1,298	2,100	767	-	9	7
Greek, ...	652	995	656	561	503	276	15	145	164	76	347	216
Russian, ...	537	624	411	528	428	332	-	13	1	9	183	78
Syrian, ...	59	136	348	49	16	166	6	70	135	4	50	47
American, ...	18	93	231	-	93	190	-	-	2	18	-	39
German, ...	11	169	213	11	47	100	-	46	39	-	76	74
Swedish, ...	74	147	197	72	75	70	-	25	41	2	47	86
Armenian, ...	171	171	188	137	109	108	-	12	12	34	50	68
Scotch, ...	8	-	185	6	-	97	-	-	33	2	-	55

RACIAL CLASSIFICATIONS FOR 1918, 1919 AND 1920 — Concluded.

	TOTAL.			BOSTON.			NEW BEDFORD.			SPRINGFIELD.		
	1918.	1919.	1920.	1918.	1919.	1920.	1918.	1919.	1920.	1918.	1919.	1920.
Lithuanian, ...	73	102	148	69	70	77	3	19	50	1	13	21
Cape Verde, ...	-	1	144	-	1	-	-	-	144	-	-	-
French, ...	142	75	117	137	8	31	-	56	84	5	11	2
Albanian, ...	10	50	100	10	14	27	-	34	71	-	2	2
Austrian, ...	25	139	84	23	26	37	-	1	7	2	112	40
Turkish, ...	40	86	64	40	57	43	-	6	7	-	23	14
Norwegian, ...	21	33	28	21	21	14	-	9	6	-	3	8
Belgian, ...	8	29	21	8	3	12	-	21	7	-	5	2
Czecho Slovak, ...	-	2	21	-	2	7	-	-	5	-	-	9
Finnish, ...	28	33	21	25	23	6	-	-	6	3	10	9
Roumanian, ...	1	8	21	1	8	19	-	-	1	-	-	1
Bohemian, ...	1	49	20	1	-	5	-	41	7	-	8	8
Hungarian, ...	-	13	19	-	6	8	-	-	5	-	7	6
Danish, ...	18	16	17	17	6	15	-	-	1	1	10	1
West Indian, ...	1	7	13	-	7	11	-	-	1	-	-	1
Ukranian, ...	1	5	11	1	2	5	-	-	2	-	3	4
Bulgarian, ...	-	-	9	-	-	6	-	-	1	-	-	2

Swiss, ...	6	3	8	5	2	3	-	2	1	1	3
Dutch, ...	7	9	7	7	5	-	-	4	-	4	3
Spanish, ...	2	8	6	2	5	2	-	4	-	3	-
Egyptian, ...	-	-	5	-	-	5	-	-	-	-	-
Australian, ...	-	1	3	-	-	2	-	-	-	1	1
Jamaican, ...	-	-	3	-	-	1	-	2	-	-	-
South American, ...	-	1	3	-	1	1	-	2	-	-	-
African, ...	-	-	2	-	-	2	-	-	-	-	-
Croatian, ...	1	-	2	1	-	2	-	-	-	-	-
Welsh, ...	1	3	2	1	3	2	-	-	-	-	-
Assyrian, ...	-	2	1	-	2	1	-	-	-	-	-
Cuban, ...	-	-	1	-	-	1	-	-	-	-	-
Dalmatian, ...	-	-	1	-	-	1	-	-	-	-	-
Esthonian, ...	-	-	1	-	-	1	-	-	-	-	-
Filipino, ...	-	2	1	-	1	-	-	1	-	1	-
Japanese, ...	-	-	1	-	-	1	-	-	-	-	-
Jugo Slav, ...	-	-	1	-	-	1	-	-	-	-	-
Lettish, ...	-	2	1	-	2	1	-	-	-	-	-
Mexican, ...	-	1	-	-	-	-	-	-	-	1	-
Slovak, ...	-	49	-	-	-	-	-	-	-	49	-
Unclassified, ...	401	441	-	-	435	-	6	-	-	-	-
Totals, ...	9,565	17,040	17,036	7,373	6,301	7,292	1,781	6,844	411	3,895	2,821

